REMARKS

The Applicants sincerely appreciate the thorough examination of the present application as evidenced by the Office Action of June 25, 2007 (the Office Action). Moreover, the Applicants appreciate all courtesies extended by the Examiner during the telephonic interview of August 29, 2007. The Applicants believe that the Remarks provided in this paper satisfy all requirements for a Statement of the Substance of the Interview as set forth in 37 C.F.R. Sec. 1.133 and MPEP Sec. 713.04. If the Examiner should believe that any further submission should be required with respect to the telephonic interview of July 10, 2007, the Applicants respectfully request that the Examiner contact the undersigned attorney (Scott C. Hatfield) via telephone at (919) 854-1400.

In response, the Applicants have amended independent Claim 1 to include all recitations of Claims 2-4; amended independent Claim 19 to include all recitations of Claims 20-22; amended independent Claim 37 to include all reactions of Claims 38-40; canceled Claims 2-4, 20-22, and 38-40; and amended the remaining dependent claims to provide consistency with independent Claims 1, 19, and 37 as amended. The Applicants have also added new dependent Claims 57-62, and corrected a minor informality noted in paragraph [0021] of the specification.

In the following remarks, the Applicants will show that all pending claims are patentable over U.S. Patent Publication No. 2002/0171546 to Evans *et al.* (Evans). Accordingly, the Applicants submit that all pending claims of the present application are in condition for allowance, and a Notice of Allowance is respectfully requested in due course.

Independent Claims 1, 19, and 37 Are Patentable

As noted above, independent Claims 1, 19, and 37 have been amended to respectively include the recitations of dependent Claims 2-4, dependent Claims 20-22, and dependent Claims 38-40. Moreover, Claims 1-4, 19-22, and 37-40 have been rejected under 35 U.S.C. Sec. 102(e) as being anticipated by Evans. Amended Claims 1, 19, and 37, however, are patentable for at least the reasons discussed below.

Claim 1, for example, has been amended to recite a method of resetting a password for a network service account, the method comprising:

> accepting entry of a password at a first server from an electronic device wherein the electronic device is remote from the first server;

comparing the entered password with a known password;

after comparing the entered password with the known password, <u>redirecting a user of the electronic device from the first server to a second server</u> providing a password reset tool if the entered password does not match the known password, wherein <u>the user of the electronic device is blocked from network access other than the password reset tool while being redirected to the second server</u>, wherein <u>the second server is separate from the first server</u>;

after redirecting the user of the electronic device to the second server providing the password reset tool, accepting user entry of verification information at the second server;

comparing the verification information from the user with known verification information for the user;

accepting user entry of a new password if the verification information accepted from the user matches the known verification information for the user; and

storing the new password as the known password for the user. (Underline added.)

In support of rejecting Claims 1-4, the Office Action cites the Abstract of Evans, Figures 3-6 of Evans, and Paragraphs [0005] – [0015] of Evans. Paragraph [0014] of Evans, for example, states that: "the security actions correspond to ... reset passwords...." Evans, page 2, paragraph [0014]. Evans, however, fails to teach or suggest elements of resetting passwords as recited in Claim 1. In particular, Evans fails to teach or suggest:

1) accepting entry of a password from an electronic device at a first server remote from the electronic device;
2) redirecting a user of the electronic device to a second server separate from the first server; and/or
3) blocking the user of the electronic device from network access other than the password reset tool while redirecting the user of the electronic device to the second server.

Moreover, the Office Action does not point out portions of Evans that teach or suggest these elements (previously presented in Claims 1, 2, 3, and/or 4).

Accordingly, the Applicants respectfully submit that Claim 1 is patentable over the cited art. The Applicants further submit that Claims 19 and 37 are patentable for reasons similar to those discussed above with respect to Claim 1. In addition, dependent Claims 5-18, 23-36, 41-54, and 57-62 are patentable at least as per the patentability of Claims 1, 19, and 37 from which they depend. If rejections of Claims 1, 19, and/or 37 based on Evans should be maintained, the Applicants respectfully request the that Examiner identify the specific portions of Evans that are being relied upon to teach or suggest each of the elements noted above.

Dependent Claims 14, 32, And 50 Are Separately Patentable

Dependent Claims 14, 32, and 50 have been rejected under 35 U.S.C. Sec. 102(e) as being anticipated by Evans. Dependent Claims 14, 32, and 50, however, are patentable for at least the reasons discussed above with respect to Claim 1. Dependent Claims 14, 32, and 50 are also separately patentable for at least the additional reasons discussed below.

Dependent Claim 14, for example, depends from Claim 1 and thus includes all recitations discussed above with respect to Claim 1. In addition, Claim 14 recites:

> wherein redirecting the user of the electronic device to the second server providing the password reset tool comprises tunneling the user from the first server to the second server providing the password reset tool. (Underline added.)

As noted above, Evans fails to teach or suggest redirecting from a first server to a second server remote from the first server. Evans further fails to teach or suggest that redirecting comprises tunneling as recited in Claim 14. Moreover, the Office Action does not point out portions of Evans that teach or suggest tunneling (previously presented in Claims 14, 32, and 50).

Accordingly, the Applicants respectfully submit that Claim 14 is separately patentable over the cited art. The Applicants further submit that Claims 32 and 50 are also separately patentable for reasons similar to those discussed above with respect to Claim 14. If rejections of Claims 14, 32, and/or 50 based on Evans should be maintained, the Applicants respectfully request the that Examiner identify the specific portions of Evans that are being relied upon to teach or suggest tunneling.

Dependent Claims 15, 33, And 51 Are Separately Patentable

Dependent Claims 15, 33, and 51 have been rejected under 35 U.S.C. Sec. 102(e) as being anticipated by Evans. Claims 15, 33, and 51, however, are patentable for at least the reasons discussed above with respect to Claim 1. Claims 15, 33, and 51 are also separately patentable.

Claim 15, for example, depends from Claim 1, and Claim 15 thus includes all recitations of Claim 1 as discussed above. In addition, Claim 15 recites:

> after redirecting the user of the electronic device to the second server providing the password reset tool, accepting a request for a network browser at the second server; and
>
> responsive to accepting the request for an network browser, <u>providing a password reset window</u> including prompts for entry of the verification information while the user of the electronic device is blocked from network access other than the password reset tool wherein the password reset window is provided <u>from the second server at the electronic device remote from the second server</u>. (Underline added.)

As noted above, Evans fails to teach or suggest redirecting from a first server to a second server remote from the first server. Evans further fails to teach or suggest providing a password reset window from a server at an electronic device remote from the server while the user of the electronic device is blocked from network access other than the password reset tool.

Accordingly, the Applicants respectfully submit that Claim 15 is separately patentable over the cited art. The Applicants further submit that Claims 33 and 51 are also separately patentable for reasons similar to those discussed above with respect to Claim 15. If rejections of Claims 15, 33, and/or 51 based on Evans should be maintained, the Applicants respectfully request that the Examiner identify the specific portions of Evans that are being relied upon to teach or suggest providing a password reset window while blocking network access other than the password reset tool.

Dependent Claims 16, 34, And 52 Are Separately Patentable

Dependent Claims 16, 34, and 52 have been rejected under 35 U.S.C. Sec. 102(e) as being anticipated by Evans. Claims 16, 34, and 52, however, are patentable for at least the reasons discussed above with respect to Claim 1. Claims 16, 34, and 52 are also separately patentable.

Claim 16, for example, depends from Claim 1, and Claim 16 thus includes all recitations of Claim 1 as discussed above. In addition, Claim 16 recites:

> after redirecting the user of the electronic device to the second server providing the password reset tool, accepting a request for e-mail service at the second server from the electronic device; and
>
> responsive to accepting the request for e-mail service,<u> providing a password reset e-mail from the second server</u> for the user including a link to a password reset window including prompts for entry of the verification information <u>while the user of the electronic device is blocked from network access other than the password reset tool</u>.

As noted above, Evans fails to teach or suggest redirecting from a first server to a second server remote from the first server. Evans further fails to teach or suggest providing a password reset e-mail from a server for a user of an electronic device while the user of the electronic device is blocked from network access other than the password reset tool.
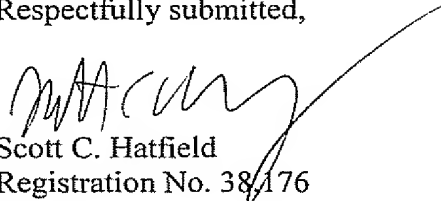
Accordingly, the Applicants respectfully submit that Claim 16 is separately patentable over Evans. The Applicants further submit that Claims 34 and 52 are also separately patentable for reasons similar to those discussed above with respect to Claim 16. If rejections of Claims 16, 34, and/or 52 based on Evans should be maintained, the Applicants respectfully request that the Examiner identify the specific portions of Evans that are being relied upon to teach or suggest providing a password reset e-mail while blocking network access other than the password reset tool.

CONCLUSION

For at least the reasons discussed above, the Applicants respectfully submit that all claims of the present application are in condition for allowance, and a Notice Of Allowance is respectfully requested in due course. The Examiner is encouraged to contact the undersigned attorney by telephone should any additional issues need to be addressed. The claim amendments presented herein have been made to advance prosecution of the present application to allowance without prejudice to the Applicant's right to pursue claims as originally filed in a continuing application. Moreover, the claim amendments presented herein should not be construed as an admission of unpatentability of these and/or other claims.
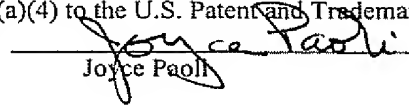
Respectfully submitted,

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CERTIFICATION OF TRANSMISSION

I hereby certify that this correspondence is being transmitted via the Office electronic filing system in accordance with § 1.6(a)(4) to the U.S. Patent and Trademark Office on September 19, 2007.

Signature: _____

Joyce Paoli